

# Healthy Families and Medi-Cal Mail-In Application

## Purpose

This chapter describes the joint Healthy Families and Medi-Cal for Families mail-in application process. This includes who can apply and a description of the application process.

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Medi-Cal &  
Healthy Families  
Mail-In App.

## Who is Eligible to Apply Using the Mail-In Application

The following individuals may use the joint Healthy Families and Medi-Cal mail-in application to apply for benefits:

- Children under age 21
- Pregnant women
- Other family members who want Medi-Cal
- Other family members who want retro-active Medi-Cal

**NOTE:** Other family members wanting Medi-Cal will be contacted by their local county Department of Social Services which will obtain the additional information needed to determine Medi-Cal eligibility.

## Who May Apply on Behalf of a Child

The following people may apply for a child if the child is living with them:

- Parents
- Legal guardians
- Stepparents
- Caretaker relatives

Applicants must live with the children to be able to apply. Absent parents may also apply for Healthy Families for children with whom they do not live. See Chapter 7: *Healthy Families* for more information.

**NOTE:** If the parents are living in the home, the parents must apply for the child.

Children under age 18 who do not live with their parents or caretaker relatives can apply for themselves. See Chapter 6: *Medi-Cal* and Chapter 7: *Healthy Families* for more information.

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## **Single Point of Entry and Application Process**

Once applications are complete and the required documents are copied, the applications are mailed to Single Point of Entry (SPE) using the self-addressed envelope.



Mailed applications are screened at SPE for no-cost Medi-Cal. If children are screened to no-cost Medi-Cal, their applications will be forwarded to the county Department of Social Services if applicants authorize their applications to be forwarded to Medi-Cal (Question 16 of the application). If the children appear eligible for Healthy Families, their applications will be processed by the Healthy Families Program.

This initial screening can take up to four days. During this time the following will occur:

- The Healthy Families Program receives the applications and deposits the premium payments.
- A Family Member Number (FMN) is assigned to each application.
- All data are entered into the Healthy Families database.
- The applications are screened for no-cost Medi-Cal.

**NOTE:** Applicants can use their FMNs, their home phone numbers or their application bar code number to track their applications using the Interactive Voice Response System (IVS) by calling (800) 880-5305.

If the children appear to be eligible for no-cost Medi-Cal, SPE will forward the original applications to their local county Department of Social Services for a final determination. Premium payments will be refunded within 30 days, and the children may be enrolled in Medi-Cal Accelerated Enrollment by SPE so they can begin accessing healthcare services. See Chapter 3: *Healthy Families and Medi-Cal Mail-In Application* for more information

The local county Department of Social Services' determination of no-cost Medi-Cal eligibility can take up to 45 days from the date the applications are received at the Healthy Families Program.

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## **Single Point of Entry and Application Process Continued**

Healthy Families will make an eligibility determination within 10 days of receiving the completed applications from SPE. Healthy Families eligible children will be enrolled, and the applicants will be sent letters informing them that their children's coverage will begin 10 days from when Healthy Families made their determinations. However, if applications are missing information, applicants will be contacted, and they will have 17 days to provide the missing information.

**NOTE:** If one child on an application is screened to no-cost Medi-Cal and another to Healthy Families, the original application and supporting documents will be forwarded to Medi-Cal. The Healthy Families program uses a scanned image of the application and documents to determine Healthy Families eligibility.

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### **IMPORTANT REMINDER, APPLICATION QUESTION 16:**

Question 16 of the joint Healthy Families and Medi-Cal for Families mail-in application allows applicants to state their preference NOT to be enrolled in either Medi-Cal or Healthy Families even if they are eligible.

Because eligibility is based on factors such as income and family size, applicants do not get to choose which program they want. It is important for applicants to understand that when they check one of the boxes in Question 16, they will NOT be considered for that program.

If applicants indicate that they do not want Medi-Cal and the children are screened to no-cost Medi-Cal, they will be sent a "Reconsider Medi-Cal" letter. They will NOT be screened for Healthy Families. If the "Reconsider Medi-Cal" letters are returned, the applications are forwarded to the county Departments of Social Services.

If applicants indicate that they do not want Healthy Families, their applicants will be forwarded to the county Departments of Social Services and will not be screened by SPE.

# Single Point of Entry

## Initial Application Screening Processes and Data Flow Process

